



Public Notice

Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

CTVHCS is committed to serving veterans by providing the highest quality healthcare in a timely, courteous manner. We are fully accredited by the Joint Commission Accreditation for Health Care Organizations.

Patient Advocates are available to assist veterans, family members, and the general public regarding healthcare concerns, medical center policy, patient rights, eligibility, and general inquiries. They are located in Austin, Temple, and Waco. When requested, patient advocate services will be provided by each of the Clinic Coordinators assigned to the Community Based Outpatient Clinics in Brownwood, Bryan/College Station, Cedar Park, and Palestine. Patient Advocates are available during the normal administrative hours of each facility or clinic. Email inquiries can be sent to CTXPAO@med.va.gov

If your complaint has not been satisfactorily addressed by the management of this organization, you may report these concerns to the Joint Commission.

Mail: Division of Accreditation Operations
Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard, Oakbrook Terrace, IL 60181
Toll Free Number: (800) 994-6610, Fax: (630) 792-5636, Email complaint@jcaho.org

It is Joint Commission policy to treat your name as confidential information and not to disclose it to any other party. However, it may be necessary to share the complaint with the subject organization in the course of a complaint investigation.

Joint Commission policy forbids accredited organizations from taking retaliatory actions against employees for having reported quality of care concerns to the Joint Commission.

This notice is posted in accordance with Joint Commission Accreditation requirements (APR-8 and APR-17) and may not be removed. (Effective January 1, 2006)